Exhibit F

Quality Assurance Program on **Speed** of **Answer**

As the Texas TRS vendor since April 1990, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown their TRS Operations capability to handle approximately 27 million calls per year. Sprint has gained valuable experience in sizing its TRS Operadons to accommodate contract requirements. Historical call detail **is** gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined **with** state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the requirement of answering 85% of all calls within 10 seconds on a daily basis **by** a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

Sprint samples the average answer time a minimum of ever) 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, **thus** ensuring exemplary service.

The Sprint Centers that serve Texas are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering **the** Texas call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) **will** receive **a** voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network *is* measured continuously and reported both dally and monthly. These measurements, which include traffic volume and blockage data. are compiled into **a** monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. These data are monitored for both short and long-term trends to ensure the most cost-effecuve use of resources.

Exhibit *G*

Sprint Carrier of **Choice Letter** of **Invitation**

<insert date>

<insert carrier name>
<insert contact name>
<insert tel nbr or fax nbr>
<insert email address>

Re: <insert customer lend user name)>
<insert telephone number>

Thank you for your interest to complete <insert cart-ter name> Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default long distance camer for processing relay calls in more than twenty-seven states (27), Sprint currently transports the traffic of customers who have selected you as their long distance carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange camer and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Spnnt.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier **of** Choice program. If your company (or your facility based provider) is not currently listed. please review the following and determine the appropnate follow-up action needed to be taken:

Facility-based provider

1 If you ***are a participating member*** at Sprint Carrier of Choice program, please disregard

2 If you ***are not a participating member*** at Spnnt Camer of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Spnnt through the industry method of Feature Group D trunking and TRS billing codes of lnfo Digit Pair *60*, 66, and *67* (see below)

Non-facility based provider

1. If your underlying toll carrier ***is a participating member*** at Sprint Camer of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

2. If your underlying toll carrier ***is no/ a participating member*** at Sprint Camer of Choice program, you will need to work with your underlying toll camer to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of Feature Group D bunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes associated with 1+, ***0+,*** and 0- dialing must be loaded into the regional (and/or state) access tandems.

2. You (or your underlying toll carrier) will need to support Feature Group D tandem interconnection

3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate. and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ***ANI*** II Digit Pair ***60, 66. and 67***.

4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: ***For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint. please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.***

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way **to** provide access to your long distance network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off long distance relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed **to** your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Camer of Choice program, Sprint will schedule translation updates in the next available release (usually **30** to **90** days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for** <insert carrier name> **LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at **no cost** to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Spnnt, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely,

<insert name
Account Manager – <Relay State>

Cc Michael Fingerhut, Federal Regulatory, Spnnt
<insert name>, Program Manager, Sprint

Exhibit H

Sprint Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan developed for Texas details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporung with escalauon protocol. Besides service outages, the Texas Disaster Recovery Plan applies to specific disasters that affectany technical area of Sprint's Relay network.

The first line of defense against degradanon of Texas is the Intelligent Call Router (ICR) technology that Sprint employs. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately directs **calls** to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Communications .Assistants (CAs) are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore Texas to its full operating level in the shortest possible time.

Texas Notification Procedure

To provide Texas with the most complete and timely mformanon on problems affecting their TRS, the trouble reporting procedure for Texas will include three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- **A** comprehensive final report within 5 business days

Sprint will notify the Texas PUC within three hours if a service disruption of 30 minutes or longer occurs. For service disruptions occurring outside normal business hours, the initial report **will** be provided by 8:30 **AM** on the next business day. This initial report will explain how the problem will be corrected and an approximate **time** when full service **will** be restored. Within **24** hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full senice to Texas has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Texas Administrator w i t h five business days of return to normal operation. Examples of service disruption to Texas include:

- ACD failure ot malfunction
- Major transmission facility blockage
- Threat to Texas CAs safety or other CA work stoppage
- Loss of CA posidon capabilities.

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, KS.

Disaster Recovery Procedures

If the problem is within the relay center serving Texas, maintenance can usually be performed by the on-site techniuan, **with** assisrance from Sprint's ESOCC. If the problem occurs during non-business hours and requires on-site assistance, the ESOCC will page the technician to provide service remedies. **Sprint** retains hardware spares at each center to allow for any type of repair required .. without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service Due to Sprint Equipment or Facilities

- Sprint Call Center Equipment — A technician is on-site during the **normal** business day. The techrucian provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal busmess day a rechnician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within **two** hours.
- Sprint **or** Telco Network Facilities — For an outage of facilities directly serving Texas, incoming TRS calls will immediately be routed to one of ten other centers throughout the US. No calls will be lost. Repair of fiber ot network facilities typically requires less than eight hours.
- **Due** to **Utilities or** Disaster at **the Center**—Immediate rerouting of traffic occurs with any large-scale center disaster or utility failure. Service **is** restored as soon as the utility **is** restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged the service restoranon for Sprint equipment (above) applies.

- **Due to Telco** Facilities Equipment — A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected ***to*** the call center. In this case, normal Sprint traffic rerouting will apply.
  For a failure at a Telco central office in Dallas, for example, only local **Dallas** residents would be affected until the Telco has performed the necessary repairs. For situations like this, it will be at Sprint's discretion to dispatch a techrucian. The normal Telco escalation procedures will apply. The Telco escalauon process is all during the normal business day; therefore, a trouble may be extended from one day to the next.

Trouble Reporting Procedures

The following mformauon is required when Texas user is reporting trouble:

- Service Description ("Texas")
- Callers Name
- Contact Number
- Calling to/Calling from, if appbcable
- Descripnon of the trouble

Service disruptions or anomalies that are identified by Texas users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week, The Customer Service agent creates a trouble ticket and passes the information on to **the** appropriate member of Sprint's Maintenance Team for action. Outside the normal busmess day, the ESOCC will handle calls from the Customer Service agents **24** hours a day, 7 days a week. The .. Maintenance Team recogruzes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's 11 TRS **Call** Centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

MTTR is defined and detailed in Tables A-1 and A-2:

Table A-1 Tune to Invesugate + Tune to Repair + Tune to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair lime **by** Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-2 Current **MTTR** Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint's Mean Time to Repair is viewed from the customer's perspective. **A** critical element in the equadon is the Time to Notify, because Spnnt does not consider a repair complete **until** the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within **two** hours, Texas user may escalate the report to the next level. Table **A-3** details the escalation levels.

Table A-3 Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 315-8047 Pager– 800-724-3329; Pin 3856901 (Numeric) Pager – 800-724-3508, Pin 3856901 (tea)
3	Senior Manager, Technical Staff	Office Phone Number (913) 315-7788

Service Reliability

Sprint's service is provided over an all-Gber sophisticated management control networks support backbone networks with digital switching architecture that. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability *is* a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-opuc network, with significant fiber miles in Texas, provides critical advantages over the other carriers. These advantages include:

- **Quality**
  Since voice or data are transmitted utilizing fiber optic technology, the problems **of** outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.
- Economy
  The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.
- Expandability
  As demand for network capacity grows, the capacity of the existing single-mode fiber can **grow-**. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.
- **Survivability**
  Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objecdve to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to Texas. and a competitive differentiation of the SpMt network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). The 17 LATAs in Texas are

served by Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With 22 POPs in the state, all areas will be adequately serviced by Sprint.

Switched services are provided via 37 Northern Telecom DMS-250/300 switches at 28 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, **CA,** serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services. Texas would primarily be served by the DMS switches in Ft. Worth and Houston, with other diversely located facilities also serving Texas.

Interconnecaon of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with **all** other switches within the network. Each of these IMT groups is split and routed through **the** Sprint fiber network over SONET route paths for protection and survivability. **As** an extra precaution to preclude any **call** blockage, Dynamically Conttolled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues co improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET, and Signaling System 7.

The effecuveness of this highly reliable and survivable network is attributed to the redundant transmission and switchmg hardware configurations, SONET ring topology, and sophisticated network management and control centers. These factors combine **to** assure outstanding network performance and reliability for Texas.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US With the continuing development of netwock fiber transmission equpment to support higher speeds and larger bandwidth, the capacity of the Spnnt network ***to*** support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoranon of service in the event of equipment malfunctions, isolated network overloads, major network dsruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is **restored** within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches **are** fully redundant. **All** switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new

sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

1. Do everything possible to minimize the impact of a "single point of failure." This includes:

   - Diversificaaon of all facilities demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint tiber routes; many have three paths.
   - Deployment of multiple switches at large switchmg centers. This prevents a single switch outage from disabling the site.

2. Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:

   - Utilization of established plans to respond effectively to these outages.
   - The capability to rapidly deploy network transmission facilities when needed.

Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectauons, and requirements can be met by the proper engmeering of customer and Sprint switches and facilities. Fiber Backbone Loop Topology and Reconfiguraaon

Fiber optic cable routes are designed to mclude redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four tiber bi-directional h e switched ring capability, allows automatic switchmg to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. Twelve operating SONET rings currently serve Texas, with ring augmentation planned for 2002.

Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nahonwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities Spnnt currently receives in excess of 60,000 calls per month for locauon assistance over the 23,000-mile fiber network

Awareness Program

This Sprmt program proacuvely contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages

Route Surveillance Program

Ths is **a** Network Operations department program usmg Spnnt employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes This activity is performed an average of 1I 6 times per month or approximately once every ***2-3*** days

Technician Program

Technicians are stanoned at strategic locations and cover an area averaging 60 route miles Each techrucian has emergency restoration material to **repair** fiber cuts on a temporary basis Other operations forces within a nominal time frame accomplish total repair

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. **As** a result, Sprint identifies potential equipment problems and monitors performance degradanon to establish equipment-aging profiles for scheduled repair, replacement, **or** elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and **put** into service. **A** comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network **is** managed and controlled by a National Operaaons Control Center (NOCC) located in Overland Park, KS. **As** a back up, a secondary NOCC **is** located in Lenexa, KS. The NOCC Is designed to provide a national view of the status of the network as well as to provide network management from a centralized pomt. The NOCC interfaces with the Regional Control Centers (RCCs) to obtain geographical network status. The RCCs are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the NOCC.

The NOCC and RCC work closely with the ESOCC in cases where a network problem may affect Texas operations. In cases such as these, the NOCC or RCC immediately alerts the ESOCC of the situation **so** that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOCC when problems are detected in the TRS center that are nor the result of internal center operations.

Network Management

Commitment to a digital fiber optic network permits Sprint to **use a single transmission surveillance** protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle **is** identification and correction of potential problems before they affect the Texas call capabilities.

Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the RCCs located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the NOCC in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile Gber optic **network** and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensues an expedited response to potential problems in both switched and private ***line*** networks.

Exhibit I

Relay Texas

REQUEST FOR PROPOSALS
For the
Relay Ambassador Program (RAP)

For September 1, 2002 through August 31, 2003

INTRODUCTION: Sprint Relay and the Texas Public Utility Commission *are* seeking proposals for the Relay Ambassador Program (RAP) which is **a** program that provides aggressive outreach to **Texans** on the use of Relay Texas. These proposals must focus on one specific target group and state clearly the ways in which the proposed activities will increase the exposure to and usage of Relay Texas.

CONTRACT TITLE: Relay Ambassador **Program** (RAP)

OBJECTIVE: To educate the public about the use of Relay **Texas,** specifically:

1. **Texas Video Interpreting Service (TVIS) Outreach to Non-Profit Groups.**
Sprint Relay and the Texas Public Utility Commission are seeking a subcontractor who is able to reach various organizations throughout **Texas** in a most comprehensive and cost effective manner. The subcontractor will be involved with the procurement and installation of necessary video conferencing equipment at different facilities, provide training on the use of the equipment, and perform outreach activities. Groups may include, but **are** not limited to: Deaf/Hard of Hearing agencies, State agencies, Schools, Colleges, Universities, Churches, and service providers.

2. **Texas Video Interpreting Service (TVIS) Outreach to individuals.**
We are seeking **a** subcontractor who is able to educate and promote the use of Texas Video Interpreting Service to individuals who could benefit from this service. Subcontractor must show ability to visit various locations where the majority of potential TVIS **users are** found. Subcontractor must address issues associated with equipment, call set **up,** procedures and thorough knowledge of computer technology and how to make Video Relay Calls. One-on-one training and installation expertise is necessary qualifications.

3. **Texas Video Interpreting Service (TVIS) Media – Videotape and/or CD.**
We are seeking a subcontractor who is able to create, **script** and produce a Video Tape/CD explaining video installation and step-by-step instructions on how to make TVIS calls.

4. Texas Video Interpreting Service **(TVIS) Website.**
We are seeking a well-qualified individual/group who can design a high quality informative website that will serve as a one-click resource for TVIS. This website will include phone numbers/IP addresses, instructions on how to accomplish TVIS calls, and explain the various ways of accessing TVIS (via IP, ISDN, and POTS on broadband (Cable or DSL)). This website will also include FAQs, Contact information, Technical Support Information and Customer Commendations/Complaints, as well as citing various Video Conferencing Products. Moderating a chat room on TVIS issues within a time-frame, downloadable documents, and quality graphics are possibilities.

The main focus of the RAP should be to provide education on Relay Texas to one of the topics mentioned above. Each proposal should focus/target only one topic listed. However, bidders may submit multiple proposals as long as ***each*** *proposal* is for ***one*** *topic.* Historically, RAP activities included group presentations with handouts of Relay Texas materials and demonstrations using Relay Texas. This type of proposal will not be considered *unless* the group presentations and handouts are innovative and stimulating (multi-media, etc.). Sprint and the Texas PUC value creativity and would prefer alternative outreach projects rather than the old style group presentations.

SCOPE OF PROPOSAL: Successful bidders will **be** evaluated on their ability to provide the following:

1. **A** list of proposed locations where outreach projects would place, including a list of the individuals/agencies/organizations you have contacted to arrange for outreach;
2. **An** explanation of the proposed content of project/workshop/training/seminars (what form of presentation, how long, what type of information will be used, and what type of effort/work is involved);
A list of the individuals who would actually work on the project, including resumes, and designated project manager;
4. **A** structural flow chart of the project;
5. **A** description of the technical equipment and materials necessary to the project;
6. **A** proposed method to measure the success of the project; and
7. **A** projected budget for all expenses related to the project, including but not limited to personnel time, equipment, and travel (to include a one day training session in Austin);
8. Disclosure of any funding received by you from another source for the same or similar outreach.

LIMITATIONS:

1. Sprint reserves the right to reject any or all the proposals for any reason whatsoever.
2. All materials, conceptions and products produced or conceived by the contractor, its employees, agents, consultants or subcontractors arising out of the contract project shall be the sole property of Relay Texas and Relay Texas shall have the exclusive right to copyright and patent **these** materials, conceptions and products, subject to applicable **law.** The contractor shall so bind all concerned.
3. **All** equipment, supplies and other assets purchased under a RAP contract become the property of Relay Texas.

4. All outreach ventures must be solely for the purpose of providing outreach on Relay Texas and not for your organization or agencies benefit. A brief introduction of your organization or agencies in the implementation of your project is permitted.
5. If you receive funding from another sources for a similar outreach project, the funding must be disclosed and documented.
6. Relay Texas reserves the right of prior approval on all video scripts prior to production.

REPORTING REQUIREMENTS: All contractors must submit quarterly reports for review by Sprint and the Relay Texas Administrator to demonstrate contract compliance. Reports are due to Sprint on the last day of the month in November, February, May, and August. The reports will be used to evaluate the contract performance and to determine whether the contracts should continue to be funded for the next quarterly period. All RAP contractors must provide receipts for each expense that exceeds $15.00 in each quarterly report. RAP contracts may be terminated for late or incomplete reports as well as noncompliance with contract.

AVAILABLE FUNDING FOR RAP: The amount available will be determined by the **quality** and cost effectiveness of the bids received and as approved by Sprint and the Relay Texas Administrator. All funding is subject to review and approval by the Public Utility Commission of Texas.

SELECTIONS: Sprint/Relay Texas will notify each bidder in writing of the selection or non-selection of proposals. Proposals will be reviewed by Sprint Relay and the Texas PUC. If a proposal is selected for the RAP, then the agency making the proposal will enter into a contract with Sprint for the actual performance of the proposed services. Sprint's Supply Chain Management Department will contact selected agencies to enact those contracts Sprint/Relay Texas reserves the right to draft contract provisions.

DURATION OF CONTRACT: September 1, *2002* to August **31,** 2003. Sprint reserves the right to terminate any contract due to non-performance on a thirty day written notice to the contractor.

BINDING PROPOSALS: Each proposal must remain valid for a period of at least 90 days and must be signed by an officer authorized to bind the bidder to its provisions.

RFP RESPONSES: Bidders must provide a signed original and 18 copies of proposals. Proposals must be received on or before 5:00 p.m. Central on Monday, **April 8, 2002** at this
Address:

Paul R. Rutowski
Spnnt Relay Regional Customer Relations Manager
1321 Rutherford Lane - Suite 120
Austin, Texas 78753

Proposals will be accepted in hard copy or CD but not by facsimile.
QUESTIONS: Please submit questions in writing and/or email only to:

Paul R. Rutowski
FAX 512/873-1075
Email- paul.rutowski@mail.sprint.com

Exhibit J

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UMVERSAL SERVICE FUND.

§26.401. Texas Universal Service Fund (TUSF).

(a) Purpose. The purpose of the Texas Universal Service Fund (TUSF) is to implement a competitively neutral mechanism that enables all residents of the state to obtain the basic telecommunications services needed to communicate with other residents, businesses, and governmental entities. Because targeted financial suppon may be needed in order to provide and price basic telecommunications services in a manner to allow accessibility by consumers, the TUSF will assist telecommunications providers in providing basic local telecommunications service at reasonable rates in high cost rural areas. In addition, the TUSF will reimburse qualifying entities for revenues lost as a result of providing Lifeline services to qualifying low-income consumers under the Public Utility Regulatory Act (PURA); reimburse telecommunications carriers providing statewide telecommunications relay access service and qualified vendors providing specialized telecommunications devices and services for the disabled; and reimburse the Texas Department of Human Services, the Texas Department of Housing and Community Affairs, the Texas Department for the Deaf and Hard of Hearing, the TUSF administrator, and the Public Utility Commission for costs incurred in implementing the provisions of PURA Chapter 56 (relating to Telecommunications Assistance and Universal Service Fund).

(b) Programs included in the TUSF.
- (1) Section 26.403 of this title (relating to the Texas High Cost Universal Service Plan (THCUSP));
- (2) Section 26.404 of this title (relating to the Small and Rural Incumbent Local Exchange Company (ILEC) Universal Service Plan);
- (3) Section 26.406 of this title (relating to the Implementation of the Public Utility Regulatory Act §56.025);
- (4) Section 26.408 of this title (relating to Additional Financial Assistance (AFA));
- (5) Section 26.410 of this title (relating to Universal Service Fund Reimbursement for Cenain IntraLATA Service);
- (6) Section 26.412 of this title (relating to Lifeline Service and Link Up Service Programs);
- (7) Section 26.414 of this title (relating to Telecommunications Relay Service (TRS));
- (8) Section 26.415 of this title (relating to Specialized Telecommunications Assistance Program (STAP));
- (9) Section 26.417 of this title (relating to Designation as Eligible Telecommunications Providers to Receive Texas Universal Service Funds (TUSF));
- (10) Section 26.418 of this title (relating to Designation of Common Carriers as Eligible Telecommunications Camers to Receive Federal Universal Service Funds); and
- (11) Section 26.420 of this title (relating to Administration of Texas Universal Service Fund (TUSF)).

Exhibit K

Sprint Complaint Log, **May** 2002

TEXAS May. 2002	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
COMMENDATION														TOTALS
Agents	1	5	43		8	1				1	23			82
Service			1								3			4
TOTAL	1	5	44	0	8	1	0	0	0	1	26	0	0	86
SERVICE COMPLAINTS														
#00 Answer Wait Time														0
#01 Dial Out Time														0
(102 Didn't Follow Database Inst														0
(103 Didn't Follow Cust Instruct											1			1
*04 Didn't Keep Cust Informed														0
#05 Agent Disconnected Caller	1										2			3
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude												2		2
#18 Problem Answer Machine														0
#19 Spanish Service			1											1
#20 Speech to Speech														0
#21 Other Service Type:		1	3		1						1			6
TOTAL	1	1	4	0	1	0	0	0	0	0	4	2	0	13
TECHNICAL COMPLAINTS														
#22 Lost Branding														0
1123 Charged for Local Call														0
#24 Trouble Linking Up														0
125 Line Disconnected														0
#26 Garbled Message			1									1		2
P27 Database Not Available														0
#28 Spit screen														0
#29 Other Technical Type:														0
TOTAL	0	0	1	0	0	0	0	0	0	0	0	1	0	2
MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
U32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0

TOTAL COMPLAINTS	1	1	5	0	1	0	0	0	0	0	4	3	0	15
OTHER CALLS														
#36 Branding/Database entry												9		9
												11		11
												38		38
												157		157
												20		20
												3		3
												72		72
												24		24
												5		5
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	339	0	339

#46 Request Relay Number												*0*

Tracking #:

TRS CUSTOMER CONTACT

☐ **Commendation**

☐ **Complaint**

Name:	**Tally** Center:
Address:	Handling Center:
City: State **zip:**	Agent #:
Phone: ☐ TTY ☐ VOICE	☐ Service ☐ Miscellaneous
FAX:	**Person taking complaint information**

Service **Complaints**

#00	☐	Answer Wait Time	#11	☐	VCO Procedures Not Followed
#01	☐	Dial Out Time	#12	☐	Two-Line VCO Procedures Not Followed
#02	☐	Didn't Follow Database Instructions	#13	☐	Background Noise Not Typed
#03	☐	Didn't Follow Customer Instructions	#14	☐	Feelings Not Described
#04	☐	Didn't Keep Customer Informed	#15	☐	Recording Feature Not Used
#05	☐	Agent Disconnected Caller	#16	☐	Noise in Center
#06	☐	Poor Spelling	#17	☐	Agent Was Rude
#07	☐	Typing Speed/Accuracy	#18	☐	Problem Answer Machine
#08	☐	Poor Voice Tone	#19	☐	Spanish Service
#09	☐	Everything Relayed	#20	☐	Speech to Speech
#10	☐	HCO Procedures Not Followed	#21	☐	Other Service Type:
Technical Complaints					
#22	☐	Lost Branding	#26	☐	Garbled Message
#23	☐	Charged for Local Call	#27	☐	Database Not Available
#24	☐	Trouble Linking Up	#28	☐	Split Screen
#25	☐	Line Disconnected	#29	☐	Other Technical Type:
Miscellaneous Complaints					
#30	☐	Rates	#33	☐	Carrier of Choice
#31	☐	TTY Operator Service	#34	☐	Network Recording
#32	☐	900 Number Access	#35	☐	Other Miscellaneous Type:

Explanation of Resolution		
☐ Operations	☐ Account Manager	☐ Customer Service

Signature | Title | Date of Complaint Resolution